

As an interpreter that works for Video Relay, I am concerned about the new requirements for answering the calls within a certain time period. Interpreting phone calls is much more mentally and physically demanding than merely typing what you hear and reading the words that you see, as in text relay. There are many more people who know how to type, than know how to interpret. The pool of qualified interpreters is much smaller than the pool of people who can type at the text relays. We have a finite number of interpreters who are WILLING and ABLE to do video interpreting. I believe that expectly video relay to be answer the calls at the same rate that the text relay does is unreasonable. Thank you for listening to my concerns.